GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:2290
ANSWERED ON:15.12.2008
ASSISTANCE FOR CONSUMER HELPLINE
Chaudhary Shri Pankaj

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government proposes to provide financial assistance to State Governments to set up consumer helplines for the redressal of complaints of consumers;

(b) if so, the details thereof; and

(c) the number and the names of the States where such consumer help lines are proposed to be set up with the financial assistance from the Union Government?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS,FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) to (c): Yes, it is proposed to set` up consumer helplines in each state during 11th plan period. The State Consumer Helplines will provide service in regional languages, Hindi & English. The recurring expenditure on these State Consumer Helplines will be provided by Central Government for 5 years after which States IUTs are to meet the expenses from their own resources.